



Fair Trading NSW Draft Guidelines for Mandatory Strata Committee Member Training

Strata Community Association NSW Submission
23 February 2026

INTRODUCTION

1. Strata Community Association (NSW) Overview

Founded in 1980, Strata Community Association (NSW) was formerly known as the Institute of Strata Title Management. SCA NSW serves as the peak industry body for Strata and Community Title Management in New South Wales. The association proudly fulfils a dual role as both a professional institute and consumer advocate.

2. Membership

SCA NSW boasts a membership of over 3,000 members, including lot owners, suppliers, and professional strata managers who oversee, advise, and manage a combined property portfolio estimated to be worth over \$450 Billion.

3. Strata and Community Title Schemes in NSW

NSW is home to 91,346 Strata and Community Title Schemes. A significant 95 per cent of these schemes are comprised of residential lots. Altogether, the total number of Strata and Community Title lots in NSW stands at 1,073,277¹. 44% of these schemes have been registered since 2000.

4. NSW as a Leader in High-Density Living

According to the 2024 Australasian Strata Insights Report, there are 2,501,351 people residing in apartments across Australia. A majority of these apartment dwellers (51 per cent) are in NSW. ² NSW also leads the way in the trend to higher density living in Australia and boasts the highest proportion of apartment households relative to all occupied private dwellings, standing at 20 per cent.

5. Employment Impact

Strata is a significant employer, directly providing jobs to 1,259 managers throughout NSW, as well as an additional 854 other related employees. ³

6. Promoting Professionalism

1. SCA NSW is dedicated to fostering a high standard of professionalism in the strata industry with initiatives like the Professional Standards Scheme (PSS), which contributes to ensuring strong consumer outcomes for over 1 million strata residents in NSW.
2. SCA NSW membership encompasses a wide range of entities, from large corporate companies to small family businesses to dedicated volunteers. Members possess expertise in all aspects of strata management, service provision, and governance.

For further information about this consultation, please contact Andrew Jefferies, Senior Policy and Advocacy Advisor, SCA NSW. Andrew.Jefferies@strata.community

¹ Authored by Hazel Easthope, Yi Lu and Alejandra Rivera, [Australasian Strata Insights 2024](#), City Futures Research Centre, UNSW.

² Ibid, p.8-13

³ Ibid, p.8.

DRAFT GUIDELINES FOR MANDATORY STRATA COMMITTEE MEMBER TRAINING – INDUSTRY STAKEHOLDER FEEDBACK

Introduction

The Strata Community Association NSW (SCA NSW) welcomes the opportunity to provide feedback on the draft guidelines on its new requirement for strata committee members and members of an association committee to complete mandatory training, as well as guidelines for the delivery of this mandatory training. We note NSW Fair Trading’s announcements and guidance that mandatory annual training for strata committee and association committee members will commence **from 1 July 2026**.

The *Strata Schemes Legislation Amendment Act 2025* mandates that every strata committee member across New South Wales must complete prescribed training to understand the broader legal duties and responsibilities of their role. These training requirements will apply to current/existing strata and association committee members, aiming to ensure that committee members have a clear understanding of the rules governing their strata or community scheme. A failure to undertake or comply with this training requirement before nominations close for the next Annual General Meeting will result in the automatic removal of that member to hold a position on the committee.

Training requirements for strata committee members will be set by NSW Fair Trading and assist members to build foundational knowledge of strata laws and key issues facing strata schemes. Committee members will need to undertake the follow requirements over the next two financial years:

FY2026-27 - complete the free NSW Government training course – *Introduction to Strata Committee Rights and Responsibilities*; and undertake at least 1 hour of interactive training (online or in-person) delivered by an approved training provider OR 2 hours of self-paced training delivered by an approved training provider.

FY2027-28 - complete the free NSW Government training course on repairs and maintenance; and undertake at least 2 hours of interactive training (online or in-person) delivered by an approved training provider OR 4 hours of self-paced training delivered by an approved training provider.

SCA (NSW) acknowledges the New South Wales Government’s desire and commitment to improving governance and management of strata communities, through raising the understanding of the role of strata committee members to ensure that they have the skills

and experience to effectively manage, participate and act in the best interests of the owners corporation and the strata scheme. However, we remain concerned about the practicalities of the draft guidelines and make the following comments and recommendations in response:

SCA NSW's Response

Reminder Notices

SCA (NSW) notes that the Secretary/Strata Manager has the additional function or responsibility under delegation for delivering four specific notices to committee members.

- Template Reminder Notice – where a person is elected from the floor during the AGM to complete the NSW Government's free training module, no later than one month before the three-month period following the AGM. *Highlighted in the draft guidelines as **Annexure A**.*
- Template Failure to Complete Training Notice – where a person elected from the floor during an AGM has not confirmed completion of the free NSW Government training course "Introduction to Strata Committee Rights and Responsibilities" within three months of their election at the AGM. Highlighted in the draft guidelines as **Annexure B**.
- Template Reminder Notice – a reminder Notice must be sent to each strata committee member at least three month before the date of the next AGM. Highlighted in the draft guidelines as **Annexure C**.
- Template Failure to Complete Training Notice – where a committee member has not confirmed completion of mandatory training before nominations close for the next AGM. Highlighted in the draft guidelines as **Annexure D**.

Issuing reminder notices and keeping track of these tasks is not a small amount of work and will be particularly time consuming and onerous for strata managers with larger sized committees. Strata Managers will need to charge a fee for service for the additional task and time taken to issue these notices, which will lead to increased charges for owners.

SCA (NSW) Recommendation:

- Condense the number of forms to just two – a reminder notice and a failure to comply notice. A reminder notice to be sent out to all committee members at the general meeting prior to the date of the next AGM and a failure to comply notice where no evidence is presented to the secretary/strata manager of confirmed completion of both mandatory training modules before nominations close for the next AGM.

Annual General Meetings

The draft guidelines seem to assume that an AGM is held exactly every 12 months, however the *Strata Schemes Management Act*, Section 3 does not specify a meeting date, only that an AGM needs to be held in each financial year.

Further, as nominations for the AGM can be taken from the floor, the effective nomination deadline is the AGM meeting date, making reminder notices difficult to track or manage.

In practice, the Secretary/Strata Manager will need to spend significant time chasing up committee members to ensure that training has been completed and to effectively ensure that enough committee members are trained to be able to nominate for the Committee in advance of the AGM.

SCA (NSW) also notes that the guidelines and Act remain silent on what happens when not enough trained committee members attend an AGM or nominate to sit on the Committee. While we note that the purpose of the training is well intended, Committee members may see the proposed training requirements as too onerous or too difficult to complete.

SCA (NSW) Recommendation:

- Committee members should provide evidence of training module completion at each AGM, thus ensuring that the onus of personal responsibility remains on the Committee member to complete their training, rather than the Secretary/Strata Manager needing to chase/push committee members to undergo training.
- Further consideration needs to be given to instances where an AGM is unable to be completed due to a lack of training eligibility of its committee.

Training Requirements

SCA (NSW) is concerned that the requirements for training – the completion of the one hour free course provided by Fair Trading and a separate one hour (two hours self-paced) of interactive training provided by the approved training provider in the first year, plus the addition of a further hour of free training offered by Fair Trading and two hours (four of self-paced) of interactive training could be viewed by Committee members as two onerous, difficult or time consuming to complete and may potentially have the effect of deterring owners from wishing to serve on a committee.

While we again note that training is well intended and constructed with the right ideal to improve knowledge and understanding of strata laws and schemes for strata committee members, it would be less than ideal if the construct of the training requirements deterred willing and committed members from serving.

Furthermore, it should also be noted that many members of a strata committee tend to be less than computer or IT literate and many are without easy access to a laptop, personal computer or a Service NSW Service Centre (typically open during business hours only). The latter is particularly the case for those living in regional and rural areas of New South Wales as not every major town maintains a Service NSW Service Centre, potentially necessitating a long drive to those facilities.

SCA (NSW) Recommendation:

- Training requirements should be reconsidered or relaxed to avoid training fatigue or to deter those ideally suited to strata committee leadership
- Fair Trading should offer an initial, free foundation course - ***Introduction to Strata Committee Rights and Responsibilities*** – to all existing and new strata committee members and this should only be completed once. Course completion time should be limited to just an hour, including an assessment component.
- Interactive training to be provided by an approved training provider should then be completed annually at cost to the Owners Corporation. This interactive training should again be limited to just an hour and also include an assessment component as part of the hour session.
- Shorter and better targeted training will deliver the desired training and upskilling focus at a reduced cost and a lesser timeframe threshold for committee members.
- Fair Trading NSW to review the revised training requirements to ensure their effectiveness, benefit and suitability after two financial years.

Training Delivery

SCA (NSW) notes the key information provided in the draft guidelines for the delivery of mandatory training for strata committee members.

We agree that mandatory strata committee training should only be delivered by approved training providers, with a significant strata sector background, as approved by the Strata and Property Services Commissioner (the Commissioner), every three years.

Training providers, previously approved by the Commissioner to deliver CPD training should be automatically approved to deliver strata committee training with details of the providers training modules submitted to Fair Trading prior to the start of each financial year.

SCA (NSW) supports a list of approved providers and approved course modules should be published on the NSW Fair Trading website and approved providers should comply with their conditions of approval.

In addition, we offer the following comments:

- **Initial foundation “free” training to be provided to existing and new Committee members**

SCA (NSW) supports NSW Fair Trading’s delivery of an initial, free foundation course - *Introduction to Strata Committee Rights and Responsibilities* – to all existing and new strata committee members. This course needs to be completed once and be limited to a timeframe of just an hour, including a quiz assessment component at its conclusion.

- **Interactive training delivered by training providers**

Interactive training (online or in person) to be provided by an approved training provider should then be completed annually at cost to the Owners Corporation. This interactive training, as per the initial foundation training delivered by NSW Fair Trading, should again be limited to just an hour and also include an assessment component as part of the hour session.

- **Online, self-paced training**

SCA (NSW) remains concerned that the online, self-paced training component could act as a deterrent for many committee members, particularly the second component to be held in the 2027/28 financial year which could take up to four hours to complete.

We believe that shorter and better targeted training will deliver the desired upskilling focus that the NSW Government is requiring of committees to better understand legislation and strata schemes.

- **Training Modules**

SCA (NSW) agrees with the list of training modules that approved providers need to select from to deliver core topics in the 2026/27 FY. SCA (NSW) also believes that “Insurance for Strata Schemes” would be a particularly valuable additional core topic. Training modules approval for each provider at the commencement of each financial year is noted.

- **Assessment**

SCA (NSW) supports the inclusion of an assessment at the end of the module to test each participant’s understanding of the module and the time to complete the assessment should be included with the allocated time to deliver the training.

- **Approved training provider process**

SCA (NSW) agrees that an industry association such as ours, already approved for CPD training delivery, is ideally suited to deliver strata committee training, given our membership base, focus on the strata sector and our primary objective to enhance strata sector standards, professionalism and transparency throughout the sector.

We note that NSW Fair Trading will assess each applicant and make a recommendation to the Strata and Property Services Commissioner. Approval by the Commissioner will expire at the conclusion of three complete years after the initial approval. We also note that while strata managers are unable to deliver this training, their support with the development of training materials is acceptable.

For further information about this consultation, please contact Andrew Jefferies, Senior Policy and Advocacy Advisor, SCA NSW. Andrew.Jefferies@strata.community